



Barkisland CE (VA) Primary School
WE BELIEVE, WE NURTURE, WE SUCCEED!

Acceptable Behaviour Policy for Parents, Carers and Visitors

ACCEPTABLE BEHAVIOUR POLICY FOR PARENTS/CARERS/VISITORS

At Barkisland CE VA Primary School, we value our relationship with every parent, carer, and visitor highly within our school community, which helps us to achieve our school vision of We believe, We nurture, and We succeed.

Partnership and support are instrumental in achieving our shared goal of success for your child. We acknowledge that there may be times throughout your child's time with us in school where questions, concerns or complaints are raised.

While the majority of our parents and carers engage with us in a professional and supportive manner, there have been instances where staff members have encountered behaviour from parents and carers that falls outside the bounds of acceptability.

As a school, we are committed to:

- Listening to parents carefully and respectfully, including allocating an appropriate length of time for pre-arranged meetings
- Responding appropriately to concerns raised
- Outlining any actions that may be required
- Updating parents and carers on progress and outcomes of the concern
- Listening and responding to updates from parents and carers

We expect parents and carers to:

- Communicate their concern respectfully and accurately directly to the school
- Refrain from using social media or parent led messaging groups to voice concerns
- Listen to and consider the responses from the school
- Work in partnership with the school in order to reach a resolution, including supporting the schools Behaviour Policy
- Allow time for the school to respond to concerns in line with our Communication policy

Purpose of this policy

The Governing Body and school leaders have a shared responsibility and a duty of care to ensure that all staff members are protected from unacceptable behaviour from parents, carers and visitors to school.

Types Of Unacceptable Behaviour

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour or disorderly conduct which interferes or threatens to interfere with the running of a meeting, classroom, office or any other area of the school grounds
- Use of loud/or offensive language including shouting, swearing, using profane language, attempting to physically or verbally intimidate, use of aggressive hand gestures or displaying temper
- Threatening to harm a member of school staff, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence
- Damaging or destroying school property
- Sending abusive, offensive or threatening e-mails or text/voicemail/phone messages or other written communications
- Defamation of the school or staff character on social media
- The use of physical or verbal aggression towards another adult or child. This includes physical punishment against your own child on school premises
- Approaching someone else's child in order to discuss or chastise them because of their actions towards your own children

- Failure to comply with school policies and procedures
- Smoking and consumption of alcohol or illegal drugs on school premises
- Dogs being brought on to school premises with the exception of assistance dogs.

Steps To Be Taken In The Event Of Unacceptable Behaviour

STEP 1: VERBAL WARNING

The Headteacher (or member of SLT) will speak to the person or persons perpetrating such an incident, privately where possible. It will be put to them that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in further, more serious action being taken. If the Headteacher has been subject to abuse this will be undertaken by the Chair of the Governing Body (or another appointed governor). If any such incident occurs near to or within school holidays, weekends or out of reasonable hours, the Chair of Governors (or another appointed governor) will write to the person or persons highlighting the incident and any relevant particulars.

STEP 2: WRITTEN WARNING

If a second incident occurs involving the same person or persons, the Headteacher will write to the adult(s) informing them once again that this conduct is unacceptable. As with Step 1, if the Headteacher has been subject to abuse this will be done by the Chair or the Governing Body or other appointed governor. NB: Any incidents of violent conduct would immediately proceed to Step 4.

Any act of actual or threatened violence will be referred to the police immediately.

STEP 3: EXCLUSION FROM SCHOOL PREMISES

Depending on the type, level or frequency of the unacceptable behaviour, the school may consider imposing conditions on the parent's contact with the school.

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Parents of enrolled students have an 'implied licence' to come onto school premises at certain stated times. Schools can bar someone from the premises if they feel that their aggressive, abusive or insulting behaviour or language is a risk to staff or pupils. It's enough for a member of staff or a pupil to feel threatened.

STEP 4: REMOVAL BY POLICE

If, following a decision to exclude a person from the school premises, that person persists in entering school premises, they may be removed by the police as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986. All parents, even if excluded from school premises, are not excluded from the rights to access to school and have a right to seek an appointment to speak to school staff about their child's educational progress.

Dependant on specific situations, school may also:

- Ensure that there is another member of staff present during any meetings or phone calls with the parent/carer
- Ensure that there is a person to take accurate minutes of any meetings or record any phone calls
- Limit communication to school, this could include types of communication and frequency

This policy should be read in conjunction with other school policies such as:

Complaints procedures, Communication Policy, Home School Agreement, Serial and Unreasonable Complainants.

Last reviewed November 2024

Review date November 2027 or earlier if required